

State of Vermont

Dept of Buildings & General Svcs
Purchasing & Contract Admin
1078 US Rte 2 - Middlesex
Montpelier VT 05633-7601
USA

CONTRACT



Vendor ID 0000018556
Ikon Office Solutions
21 Gregory Dr
S Burlington VT 05403
USA

Contract ID 0000000000000000000012955		Page 1 of 3
Contract Dates 05/15/2008 to 05/14/2009	Origin CP	
Description: CP-HP PRINTER SERVICE	Contract Maximum \$9,999,999.00	
Buyer Name Laraway, Elizabeth	Buyer Phone 828-4658	Contract Status Approved

Phone #: 802/658-5885

Line #	Item ID	Item Desc	UOM	Unit Price	Max Qty	Max Amt
1		HEWLETT PACKARD PRINTER SERVICE	EA	0.01000	0.00	0.00

VENDOR IS AN HP AUTHORIZED SERVICE REPAIR CENTER OR HP AUTHORIZED VENDOR.

VENDOR ABLE TO PROVIDE SUPPORT FOR LASER JET PRINTERS, COLOR LASER JET PRINTERS, HP DESIGN JET PLOTTER AND WIDE FORMAT PRINTERS. A LIST OF CURRENT PRINTER MODELS AND LOCATIONS FOR WHICH A CONTRACT WILL BE ISSUED IS ATTACHED.

VENDOR MUST PROVIDE A FOUR (4) HOUR CALL BACK SERVICE DURING NORMAL BUSINESS HOURS. NORMAL BUSINESS HOURS ARE CONSIDERED TO BE 7:45 AM - 4:30 PM MONDAY - FRIDAY. THIS INCLUDES ALL AREAS OF THE STATE.

VENDOR MUST PROVIDE AN EIGHT (8) HOUR SERVICE FOR ON-SITE TECHNICIAN CALLS. IF EIGHT (8) HOUR SERVICE FALLS AFTER END OF BUSINESS DAY, NEXT MORNING IS ACCEPTABLE. NORMAL BUSINESS HOURS ARE CONSIDERED TO BE 7:45 AM - 4:30 PM MONDAY - FRIDAY. THIS INCLUDES ALL AREAS OF THE STATE.

THE STATE RESERVES THE RIGHT TO ADD OR REMOVE PRINTERS FROM CONTRACT WITH NO EFFECT ON THE COST PER UNIT BASIS.

ANNUAL MAINTENANCE FEE INCLUDES ALL TRAVEL, MILEAGE, TIME AND LABOR COSTS FOR REPAIRS AND MAINTENANCE.

ANNUAL MAINTENANCE FEE IS ON A PER MACHINE BASIS. INCLUDED IN THE FEE IS AN ANNUAL CLEANING WHICH INCLUDES THE REPLACEMENT OF FEEDERS, FEED TIRES AND FILTERS AT NO ADDITIONAL COST.

ANNUAL MAINTENANCE FEE: BLACK AND WHITE PRINTERS \$30.00 EACH

ANNUAL MAINTENANCE FEE: COLOR PRINTERS \$50.00 EACH

PARTS AND PREVENTATIVE MAINTENANCE KITS AT A DISCOUNT OF 25% OFF REGULAR PRICES. PRICE LIST DATED MARCH 1, 2008 IS ATTACHED.

TONER IS AVAILABLE FOR PURCHASE AT COMPETITIVE RATES. PRICE LIST IS ATTACHED.

CONTACTS FOR IKON ACCOUNT TEAM:

ACCOUNT EXECUTIVE: NICOLE HESSNEY - 802-658-5885 X 7822 (NHESSNEY@IKON.COM)

DISTRICT SALES MANAGER: SHARYN MARTIN - 802-658-5885 X 7838 (SHAMARTIN@IKON.COM)

SERVICE MANAGER: RECO JONES - 802-658-5885 X7815 (RECJONES@IKON.COM)

See attached associated document named 12955_Ikon_Parts_List

See attached associated document named 12955_State_of_VT_Printer_Bid

CONTRACT TERMS AND ADDITIONAL INFORMATION

THIS CONTRACT IS ISSUED IN ACCORDANCE WITH THE STATE OF VERMONT RFP FOR PRINTER SERVICE FOR HEWLETT PACKARD PRINTERS ISSUED FEBRUARY 4, 2008 AND VENDOR'S RESPONSE DATED FEBRUARY 21, 2008.

THIS CONTRACT IS WRITTEN FOR A PERIOD OF 12 MONTHS WITH AN OPTION TO RENEW FOR 2 ADDITIONAL 12 MONTH PERIODS UPON MUTUAL AGREEMENT OF BOTH PARTIES.

ATTACHMENT: PURCHASING AND CONTRACT ADMINISTRATION TERMS AND CONDITIONS DATED 01/01/2007 ARE ATTACHED AND INCORPORATED AS PART OF THIS CONTRACT.

QUANTITY: QUANTITIES ARE ESTIMATED ONLY BASED ON PRIOR USAGE AND MAY BE INCREASED OR DECREASED TO MEET ACTUAL REQUIREMENTS.

QUALITY: ALL PRODUCTS PROVIDED UNDER THESE AGREEMENTS WILL BE NEW AND UNUSED, UNLESS OTHERWISE STATED. FACTORY SECONDS OR REMANUFACTURED PRODUCTS WILL NOT BE ACCEPTED UNLESS SPECIFICALLY REQUESTED BY THE

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PURCHASING AGENCY. ALL PRODUCTS PROVIDED BY THE CONTRACTOR MUST MEET ALL FEDERAL, STATE AND LOCAL STANDARDS FOR QUALITY AND SAFETY REQUIREMENTS. PRODUCTS NOT MEETING THESE STANDARDS WILL BE DEEMED UNACCEPTABLE AND RETURNED TO THE CONTRACTOR FOR CREDIT AT NO CHARGE TO THE STATE.

METHOD OF ORDERING: PURCHASE ORDERS MUST BE USED TO ORDER ITEMS AVAILABLE UNDER THIS CONTRACT. IF VERBAL ORDERS ARE GIVEN A CONFIRMING PURCHASE ORDER MUST BE ISSUED.

CANCELLATION: THE STATE SPECIFICALLY RESERVES THE RIGHT TO CANCEL THE CONTRACT OR ANY PORTION THEREOF PROVIDING, IN THE OPINION OF ITS COMMISSIONER OF BUILDINGS AND GENERAL SERVICES, THE SERVICES OR MATERIALS SUPPLIED BY THE CONTRACTOR ARE NOT SATISFACTORY OR CONSISTENT WITH THE TERMS OF THE CONTRACT.

DELIVERY: ALL PRICING INCLUDES F.O.B. DELIVERY TO THE ORDERING FACILITY. NO REQUEST FOR EXTRA DELIVERY COST WILL BE HONORED. LIABILITY FOR PRODUCT DELIVERY REMAINS WITH THE CONTRACTOR UNTIL PROPERLY DELIVERED AND SIGNED FOR IN ACCORDANCE WITH THE DIVISION OF PURCHASING AND CONTRACT ADMINISTRATIONS TERMS AND CONDITIONS. SHIPMENTS SHALL BE SECURELY AND PROPERLY PACKED, ACCORDING TO ACCEPTED COMMERCIAL PRACTICE. DELIVERIES, WHICH DO NOT CONFORM TO THE SPECIFICATIONS OR ARE NOT IN GOOD CONDITION UPON RECEIPT, SHALL BE REPLACED PROMPTLY BY THE CONTRACTOR.

INVOICING: ALL INVOICES ARE TO BE RENDERED BY THE CONTRACTOR IN DUPLICATE ON THE VENDOR'S STANDARD BILLHEAD AND FORWARDED DIRECTLY TO THE INSTITUTION OR AGENCY ORDERING MATERIALS OR SERVICES.

DEFAULT: IN CASE OF DEFAULT OF THE CONTRACTOR, THE STATE MAY PROCURE THE MATERIALS OR SUPPLIES FROM OTHER SOURCES AND HOLD THE CONTRACTOR RESPONSIBLE FOR ANY EXCESS COST OCCASIONED THEREBY, PROVIDED, THAT IF PUBLIC NECESSITY REQUIRES THE USE OF MATERIALS OR SUPPLIES NOT CONFORMING TO THE SPECIFICATIONS THEY MAY BE ACCEPTED AND PAYMENT THEREFORE SHALL BE MADE AT A PROPER REDUCTION IN PRICE.

USAGE REPORTING: CONTRACTOR WILL BE REQUIRED TO SUBMIT QUARTERLY PRODUCT SALES REPORTS. THESE REPORTS WILL COVER THE FOLLOWING TIME PERIODS, AND MUST BE SENT TO THE PURCHASING AGENT NO MORE THAN FIFTEEN (15) DAYS AFTER THE END OF THE IDENTIFIED REPORTING PERIOD: EACH REPORT MUST CONTAIN THE FOLLOWING INFORMATION: CONTRACT NUMBER, THE USING DEPARTMENTS ADDRESS, CONTACT NAME AND TELEPHONE NUMBER, PRODUCT ORDERED, QUANTITY ORDERED, QUANTITY SHIPPED, PRICE CHARGED WITH TOTALS FOR EACH PRODUCT FOR EACH REPORT PERIOD.

REPORTING PERIODS: THE FIRST REPORT MUST BE RECEIVED BY THE END OF THE FIRST QUARTER AND QUARTERLY THEREAFTER IN ACCORDANCE WITH THE FOLLOWING SCHEDULE:

REPORTING PERIOD: JANUARY 1 - MARCH 31 ** REPORT DUE: APRIL 15
REPORTING PERIOD: APRIL 1 - JUNE 30 ** REPORT DUE: JULY 15
REPORTING PERIOD: JULY 1 - SEPTEMBER 30 ** REPORT DUE: OCTOBER 15
REPORTING PERIOD: OCTOBER 1 - DECEMBER 31 ** REPORT DUE: JANUARY 15

AGENCIES & DEPARTMENTS ARE REQUESTED TO ADVISE THE PURCHASING AGENT AT ONCE OF THE FAILURE ON THE PART OF THE CONTRACTOR TO FULFILL ANY OF THE TERMS OR CONDITIONS OF THIS CONTRACT.

PLEASE REFER TO THE ASSIGNED CONTRACT NUMBER/PURCHASE ORDER # ON ALL CORRESPONDENCE, DELIVERY DOCUMENTS AND INVOICES.

CUSTOMER SATISFACTION SURVEY: TO HELP US UNDERSTAND HOW WE CAN BETTER SERVE YOU, WE ARE INTERESTED IN RECEIVING YOUR COMMENTS REGARDING THE QUALITY OF SERVICE YOU RECEIVED IN YOUR MOST RECENT INTERACTION WITH THE DEPARTMENT OF BUILDINGS & GENERAL SERVICES (BGS). PLEASE COMPLETE THE ON-LINE CUSTOMER COMMENT FORM AT:
http://www.bgs.state.vt.us/forms/bgs_surveys/index.php?type=customer&action=customer

IF YOU HAVE ANY QUESTIONS REGARDING THIS DOCUMENT PLEASE CONTACT:
BETSY LARAWAY
PURCHASING AGENT
802-828-4658
FAX # 802-828-2222
betsy.laraway@state.vt.us

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WE THE UNDERSIGNED PARTIES AGREE TO BE BOUND BY THIS CONTRACT

By the STATE of VERMONT

By the CONTRACTOR

Date: _____

Date: _____

Signature: _____

Signature: _____

Name: _____

Name: _____

Title: _____

Title: _____

Email: _____

Email: _____